

Eco Tank style printer Troubleshooting Guide:

If your Eco Tank style printer is experiencing issues such as light prints, prints with lines, or simply not printing at all, try these things:

1) We recommend only the use of Epson tank style printers. Specifically sublimation style printers like the SureColor F170 as they are more robust and require less maintenance.

2) It is very critical to maintain the printer once you have it set up. The Eco Stencil ink (and other brands) has a higher concentration of alcohol. This is so that the ink will dry on the paper quickly and not smear when you handle it. Subsequently this also means it will dry on your print heads faster and cause issues if you are not using the printer frequently enough. We have full maintenance instructions on our website on the Eco Stencil product page.

3) Try a power cleaning. If you go to YouTube and search "Power Cleaning *insert your model printer*" you should find some instructions.

4) You can also get a cleaning kit here: <https://www.electrumsupply.com/inkjet-printers-printhead-cleaning-kit-for-epson-liquid-printers/>

5) We offer a support group on Facebook where you can post questions, comments, or tips and tricks with other Eco Stencil users. That group is located here: <https://www.facebook.com/groups/electrumecostencils>

For additional support, please email sales@electrumsupply.com